

Customer Satisfaction Survey

The Gilbert Tax Compliance Division is dedicated to providing the highest level of service to our customers. Your feedback will assist us as we continuously monitor and strive to improve our service levels to you, our valued customer. Your response is important to us, so please complete the short survey below. You may drop this off with any staff member or email, fax, or mail it back to us.

	Excellent		Satisfactory		Poor	
General Staff Assistance	5	4	3	2	1	
Courtesy / Friendliness	5	4	3	2	1	
Professionalism	5	4	3	2	1	
Technical Knowledge	5	4	3	2	1	
Timeliness	5	4	3	2	1	
Helpfulness	5	4	3	2	1	

	Always	Sometimes			Never	NA
Was service provided promptly?	5	4	3	2	1	NA
Were verbal instructions understandable?	5	4	3	2	1	NA
Were written instructions understandable?	5	4	3	2	1	NA
Did our staff adequately answer your tax questions?	5	4	3	2	1	NA
Did our staff offer suggestions or alternatives if difficulties arose?	5	4	3	2	1	NA
Was our website helpful?	5	4	3	2	1	NA

	Better		Same		Worse
How does our service compare to other cities?	5	4	3	2	1
How does our service compare to AZ Dept of Revenue?	5	4	3	2	1

Gilbert Tax Compliance is committed to educating businesses on how to comply with the Gilbert sales tax law. We need your feedback and suggestions on how we can educate more businesses.

	Highly Likely		Likely		Unlikely
How likely are you to recommend our services to other businesses?	5	4	3	2	1

Please tell us why you gave us that score.

What can we do to provide better service?

Return to: In Person: Leave with any Gilbert staff member

Email: <u>SalesTax@GilbertAZ.Gov</u>

Fax: (480) 503-6171

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Town of Gilbert | Tax Compliance | Finance Department